**Schedule of Barbican Centre Live High Priority Recommendations as at mid-October 2021**

| Recommendation Area | Priority | Original Target Date | Revised Target Date | Status & Comments |
|---|---|---|---|---|
| **IT Projects – January 2020** | | | | |
| 1. IT Projects (MK 3150)<br>In rolling out the use of Project Initiation Forms for non-strategic IT projects:<br><br>• Consideration should be given to the development of guidance to aid PIF completion, including identification of mandatory content.<br>• Project documentation should contain a clear line of sight between project objectives and the related strategic goals, facilitating evaluation of delivery. | **Amber** | 31/01/2020 | 31/01/2021 | Internal Audit Comment:<br>Partially Implemented and overdue against revised target date.<br><br>Implementation evidence required in order to assess as fully implemented. |
| **Barbican & GSMD – Facilities Management & Maintenance – March 2021** | | | | |
| 2. Facilities Management & Maintenance (MK 3650)<br>The Head of Engineering Projects should determine appropriate productivity targets and wider performance measures for the Engineering Team and implement a framework for monitoring performance accordingly, in order to drive the necessary improvements in performance. | **Amber** | 30/09/2021 | | Internal Audit Comment:<br><br>Formal follow-up is underway.<br><br>At the time of writing, Barbican Management have provided status updates which reflect a combination of recommendations implemented, recommendations progressed but not fully implemented and recommendations not implemented. Evaluation of this information, implementation evidence and proposed revised target dates for demonstration of full implementation is in progress. |
| 3. Facilities Management & Maintenance (MK 3652)<br>The Head of Engineering and Projects should ensure that the accuracy and completeness of Programmed Maintenance tasks within the Micad and Agility systems are periodically verified. | **Amber** | 31/05/2021 | | |
| 4. Facilities Management & Maintenance (MK 3653)<br>The Head of Engineering and Projects should ensure that Skanska's performance in completing Programmed Maintenance tasks is regularly monitored, to ensure Skanska are delivering in accordance with contractual requirements. | **Amber** | 15/07/2021 | | |

| Recommendation Area | Priority | Original Target Date | Revised Target Date | Status & Comments |
|---|---|---|---|---|
| 5.  Facilities Management & Maintenance (MK3656)<br>The Head of Engineering and Projects should implement a framework for monitoring the quality of Programmed Maintenance, completed by both Skanska and the Engineering Team. | Amber | 15/07/2021 | | |
| 6.  Facilities Management & Maintenance (MK 3657)<br>The Head of Engineering and Projects should ensure that the completeness of the Asbestos Register is subject to regular verification. | Amber | 31/07/2021 | | |
| 7.  Facilities Management & Maintenance (MK 3660)<br>The Head of Engineering and Projects should ensure that all water management tasks are set out within the Programmed Maintenance Schedules. | Amber | 31/05/2021 | | |
| 8.  Facilities Management & Maintenance (MK 3661)<br>The Head of Engineering and Projects should implement an appropriate action plan to ensure that all outstanding all Gas Safety, Electrical Safety and Water Management tasks are completed. | Amber | 15/07/2021 | | |
| 9.  Facilities Management & Maintenance (MK 3662)<br>The Head of Engineering and Projects should ensure that Skanska's performance in completing reactive maintenance tasks on a timely basis is regularly monitored to ensure conformance to contractual requirements. | Amber | 15/07/2021 | | |
| 10. Facilities Management & Maintenance (MK 3664)<br>The Head of Engineering and Projects should implement a framework for monitoring the quality of Reactive Maintenance, completed by both Skanska and the Engineering Team. | Amber | 15/07/2021 | | |
| 11. Facilities Management & Maintenance (MK 3665)<br>The Head of Engineering and Projects should ensure that the skills analysis exercise is completed in an appropriate timeframe. | Amber | 30/09/2021 | | |

| Recommendation Area | Priority | Original Target Date | Revised Target Date | Status & Comments |
|---|---|---|---|---|
| 12. Facilities Management & Maintenance (MK 3666)<br>The Head of Engineering and projects should enhance monitoring arrangements to ensure that quoted works are subject to approval prior to works being initiated. | Amber | 31/05/2021 | | |
| 13. Facilities Management & Maintenance (MK 3667)<br>The Head of Engineering and Projects should implement arrangements for verifying the accuracy of reactive maintenance tasks recorded as 'completed' in Micad. | Amber | 31/05/2021 | | |
| **Audit of Spektrix – June 2021** | | | | |
| 14. Ticketing System (MK 3741)<br>a) Administration accounts should be limited and controlled and existing accounts should be regularly reviewed to ensure they are still required or removed where they are superfluous to requirements.<br>b) A regular exercise should be undertaken to review and remove any unnecessary accounts with a record maintained to demonstrate the practice performed for on-going assurance of proper management of administration accounts. | Amber | 31/07/2021 | N/A | Internal Audit Comment:<br>Formal follow-up exercise to be carried out in January 2022, at which point the latest recommendation will be due.<br><br>Interim Management updates have recently been provided and indicate that implementation is progressing in line with target timescales. |
| 15. Ticketing System (MK 3747)<br>Controls should be strengthened to reduce the risk of unauthorised system access, either through Single Sign-On (SSO) or increased Spektrix password controls. | Amber | 31/12/2021 | N/A | |
| 16. Ticketing System (MK 3770)<br>The Head of Systems and Data should undertake an exercise with key users to review the deliverables in the tender document to establish the latest position, determine what has been delivered and what is still needed to be implemented to support delivery of departmental and corporate objectives. | Amber | 30/09/2021 | N/A | |

| Recommendation Area | Priority | Original Target Date | Revised Target Date | Status & Comments |
|---|---|---|---|---|
| 17. Ticketing System (MK 3771)<br>Barbican management should request formal reports on performance against SLA targets and undertake regular service performance review meetings to ensure that: targets are being met, issues are identified at the earliest opportunity, and appropriate action is taken on a timely basis. | **Amber** | 30/09/2021 | N/A | |
| 18. Ticketing System (MK 3774)<br>System and / or management controls over refunds should be applied as soon as practicable to minimise the risk of fraud and error.  Where refund restrictions have been lifted, there should be regular review of available management information. | **Amber** | 30/09/2021 | N/A | |